



Preliminary Information

PIC6394A Image Processing Module Part Restriction

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Cadillac	CT4	2020	All	All	All	All
Cadillac	CT5	2020	All	All	All	All

Involved Region or Country	North America
Condition	<p>As part of our ongoing continuous improvement we have placed the Image Processing Module used in the 2020 Cadillac CT5 on restriction. If you believe a new module is needed, contact the PQC . Please have the part number available prior to contacting PQC.</p> <p>Please contact PQC by opening a new case via Dealer Case Management (DCM) From the DCM home page, click on "New PQC Case" found on the Technical Assistance tab.</p> <p>Then in Global Connect click on the Support/Chat tab, TAC-PQC Tab, PQC -Parts Restrictions Templates to Download the appropriate PQC -Parts Restrictions Template and save a copy to your computer, You can attach a copy of the template to your PQC Case.</p> <p>Note: (Do Not clear any DTCs prior to contacting the PQC).</p>
Cause	Root Cause Analysis

Parts Information

Description	Part Number	Quantity
Image Processing Module	84745581	1
Image Processing Module	84749936	1

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
6620040	Image Processing Module Replacement	Use Published Labor Time

Version History

Version	2
Modified	01/17/2020 - Created on. 03/12/2020 - Added Cadillac CT4.



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